MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2017 / 2018

BOB 2824 ORGANISATIONAL BEHAVIOUR

(All Sections / Groups)

2 MARCH 2018
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

This examination paper consists of **FIVE (5)** pages (excluding this Cover Page) in **TWO (2)** Sections:

1. **Section A** – 20 Multiple choice questions (40 marks)
   Instruction: Answer **ALL** questions. Shade your answers in the OMR answer sheet provided using a '**2B**' or '**BB**' pencil.

2. **Section B** – 3 Essay questions (60 marks) – All questions carry equal marks.
   Instruction: Answer **ALL** questions. Write your answers in the answer booklet provided.

SECTION A (40 Marks)
Answer ALL questions
Identify the letter of the choice that best completes the statement or answer the question. *All questions carry two (2) marks each.*
Shade your choice of answers in the OMR answer sheet provided.

1. Which of the following determinants of behavior does organizational behavior study?
   A. Perks
   B. Profits
   C. Individuals
   D. Job satisfaction

2. The role of a(n) _____ is a type of informational role according to Mintzberg's classification of managerial roles.
   A. leader
   B. entrepreneur
   C. disseminator
   D. spokesperson

3. Christopher Richardson works as a graphic designer in Sydney. He often coordinates work with colleagues working in Germany. In addition, he interacts with clients across the globe. Which of the following is most likely to facilitate his communications with clients and colleagues?
   A. Sense making
   B. Lateral thinking
   C. Systems thinking
   D. Networked organization

4. Which of the following is a characteristic of emotions?
   A. Emotions are reactions to a person or event.
   B. Emotions are never action-oriented in nature.
   C. Emotions last for a longer time period than moods.
   D. Emotions involve less intense feelings than moods.

5. Negative affect is a mood dimension consisting of _____ at the high end.
   A. relaxation
   B. depression
   C. nervousness
   D. contentment

Continued.....

6. Amber and Emma were recently hired by a marketing agency. Though there is a lot of work that has been allotted to both of them, Amber is always in a good mood. Emma, on the other hand, appears to be depressed with her job. Compared to Emma, Amber is more likely to _____.
   A. make poorer decisions
   B. find better solutions to problems
   C. have poor problem-solving skills
   D. take lesser time at processing information

7. According to Herzberg, when _____ are adequate, people won't be dissatisfied, but they will also not be satisfied.
   A. power needs
   B. hygiene factors
   C. affiliation needs
   D. achievement needs

8. Which of following needs, as detailed by Maslow's hierarchy of needs, best corresponds to McClelland's need for affiliation?
   A. Physiological
   B. Safety-security
   C. Self-actualization
   D. Social-belongingness

9. The concept of _____ considers how strongly people's reasons for pursuing goals are consistent with their interests and core values.
   A. self-efficacy
   B. self-serving bias
   C. self-concordance
   D. self-actualization

10. Helen, a high school teacher, wants her students to actively participate more in class. She has decided to use reinforcement theory to get the required results. Which of the following methods is she most likely going to use?
   A. Call on students who never participate.
   B. Give students an extra mark each time that they contribute.
   C. Model what active participation should look like at the beginning of class.
   D. Ask the students that always participate to allow the others to have a chance.

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11. Which of the following is the final step in the communication process?
A. Silence
B. Decoding
C. Encoding
D. Feedback loop

12. Which of the following is an example of downward communication?
A. Harry is discussing the work he has done for the day with his colleague.
B. Ben, a project manager, sending a monthly status report to his department head.
C. Silas showing a puzzled face at Mark's suggestion relating to a work assignment.
D. Ray holding a monthly meeting with his team to inform them of their monthly targets.

13. The _____ network is a type of formal small-group network that relies on a central figure to act as the conduit for the entire group's communication.
A. chain
B. wheel
C. matrix
D. cross-functional

14. When receivers of communication process the information based on their needs, motivations, experience, background, and other personal characteristics, they are engaging in _____.
A. selective perception
B. controlled processing
C. deliberative processing
D. communication apprehension

15. Which of the following is something that often differentiates power from leadership?
A. Lack of dependence of followers
B. Lack of control on behavior of followers
C. Lack of influence of leader on followers
D. Goal incompatibility between leaders and followers

Continued.....

16. As a regional sales officer, one of Brandon's job responsibilities is to process the yearly appraisal forms of his subordinates and provide them with increments, bonuses, or benefits based on their performance that year. This job responsibility directly reflects his _____ power.
A. expert
B. reward
C. referent
D. coercive

17. To avoid politicking during performance evaluations, an organization should _____.
A. use objective factors
B. adopt role ambiguity
C. use a single outcome measure
D. use democratic decision making

18. Organizations are increasingly adjusting their processes and positioning their products as environmental friendly and sustainable in order to increase their appeal to consumers. This is a response to changes in _____ trends.
A. social
B. cultural
C. political
D. demographic

19. Which tactic for overcoming resistance to change basically assumes that the source of resistance lies in misinformation?
A. Participation
B. Implementing changes fairly
C. Cooptation and manipulation
D. Education and communication

20. Rudolf is dealing with impending layoffs at work. Yesterday, at a pharmacy, he measured his blood pressure and it was high. He also notices that when he thinks about the future, his heart rate accelerates. Rudolf is demonstrating _____ symptoms of stress.
A. personal
B. behavioral
C. physiological
D. psychological

Continued.....

SECTION B (60 Marks)
Answer ALL THREE (3) questions.
Write your answers in the answer booklet provided. All questions carry equal marks.

1. a. What is organizational behavior? How have the fields of psychology and sociology contributed to the understanding of organizational behavior?

(10 marks)

b. What is the significance of emotions? How does stress affect emotions and moods? What impact do social activities have on one's moods?

(10 marks)

[20 marks]

2. a. What is a Management by Objectives (MBO) program? What are the common elements of an MBO program and the goal-setting theory?

(10 marks)

b. Explain how the grapevine functions and why it exists in organizational communication.

(10 marks)

[20 marks]

3. a. What is impression management? Which impression management techniques are most effective in an interview?

(10 marks)

b. Describe ANY FIVE (5) ways of overcoming resistance to change.

(10 marks)

[20 marks]

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